

P-2000W_V2

VoIP Wi-Fi Phone

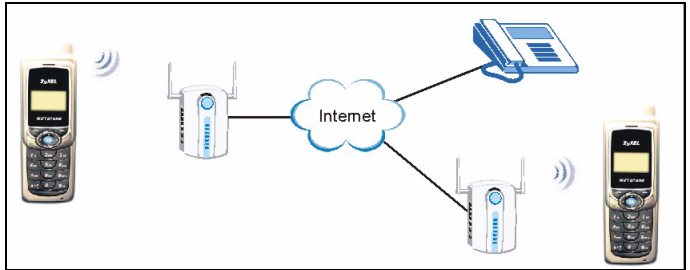
Quick Start Guide

Version WV.00.01
6/2005

The logo for ZyXEL, featuring the word "ZyXEL" in a bold, blue, sans-serif font. The "y" is lowercase and has a distinctive shape, while the "X" is uppercase and has a unique, stylized appearance. The "EL" are also uppercase and in a similar bold font.

Overview

The Prestige 2000W_V2 is a wireless Voice over IP (VoIP) telephone. It combines the benefits of Internet telephony, like cheaper calls, with mobility. Make and receive calls as long you are within range of an IEEE 802.11b or IEEE 802.11g wireless network. This guide covers how to configure and use your Prestige to make phone calls through the Internet. See the User's Guide for more information on all features.



Note: You should have Internet access and a voice account already set up.



NAME	DESCRIPTION
1 LCD Screen	Use this screen to display information and navigate the phone's menus.
2 Left Key	Use the Left key to open the on-screen menus and select options.
3 Right Key	Use the Right key to return to the previous menu. It is also a shortcut to the phone book.
4 Arrow Keys	Use the arrow keys to navigate between menus and move the cursor. Use the left arrow key to clear text in an editable field.
5 OK Key	Use this key to select menu options from the LCD screen.
6 Call Key	Use the Call key to make and receive calls.
7 Power/End	Use the Power/End key to finish or reject calls. Press and hold it for approximately 2 seconds to turn the Prestige on or off.
8 Alphanumeric Keypad	Use these keys to enter numbers, letters and symbols.
9 Headset Jack	Use this jack (located underneath rubber cover) to connect an optional headset.
10 Volume Keys	Use these keys to increase or decrease the ear piece volume.
11 Power Jack	Connect the phone's power adaptor here to charge the battery.

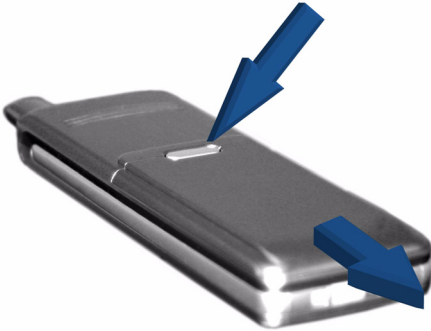
This guide is divided into the following sections.

- | | |
|--|----------------------------------|
| 1 Charging Your Phone | 5 Phonebook |
| 2 Connecting to a Wireless Network | 6 Using the Prestige |
| 3 Connecting to the Internet | 7 Accessing the Web Configurator |
| 4 Setting the Prestige to Use Your Voice Account | 8 Troubleshooting |

1 Charging Your Phone

Do the following to charge the Prestige for use.

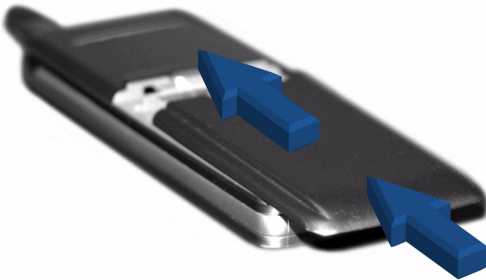
- 1 Remove the battery cover. Press the silver button on the back of the Prestige and slide the battery cover with your other hand.




- 2 Insert the battery. With the battery's CE label facing up, put the end with the contacts in first and press the battery down into place.



- 3 Place the battery cover back on. Slide the cover towards the top until it clicks into place.



- 4 Remove the gray rubber cover from the bottom of your phone. Use the included power adaptor (use only this adaptor) to connect the phone to an appropriate power outlet. The OK key  turns on bright red.



Note: Charge the battery for two hours before using your Prestige.

The battery provides approximately 3.5 hours of talk time and 21-22 hours of standby time when fully charged. Remember to reconnect the phone to the power adaptor when not in use.

2 Connecting to a Wireless Network

Press the **Power/End** key for two seconds to turn on the Prestige. The Prestige searches for the available wireless network with the best signal. It then restarts and attempts to connect to the wireless network.

If the LCD screen displays **Not Registered**, the Prestige is connected to the Internet and you can skip to [Section 4](#).

Note: If the LCD screen displays **Registered**, skip to [Section 5](#).

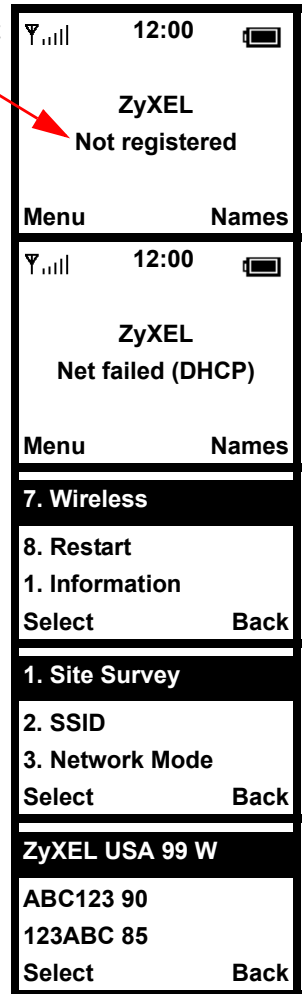
If any other message displays or you want to select a specific network, please continue with the following steps.

- 1 In the main screen, press the **Left** key to enter the menus.

- 2 Use the down arrow key to scroll to **Wireless** and press the **OK** key.

- 3 Use the down arrow key to scroll to **Site Survey** and press the **OK** key.
The Prestige checks for and displays a list of available wireless networks and each one's signal strength.

- 4 Scroll to the name of the wireless network that you want to use and press the **OK** key. If a "W" appears next to the network name, or if you know WEP encryption is required for your network, then continue with [Section 2.1](#),
Otherwise, skip to [Section 2.2](#).



2.1 Setting the Prestige to Use a WEP Key

WEP (Wired Equivalent Privacy) encryption scrambles wireless communications to keep them private. Do the following if you were given a WEP key to use, otherwise skip to [Section 2.2](#).

- 1 Use the down arrow key to scroll to **WEP Select** and press the **OK** key.

- 2 Scroll to the length of WEP keys (64-bit or 128-bit) that the wireless network uses and press the **OK** key

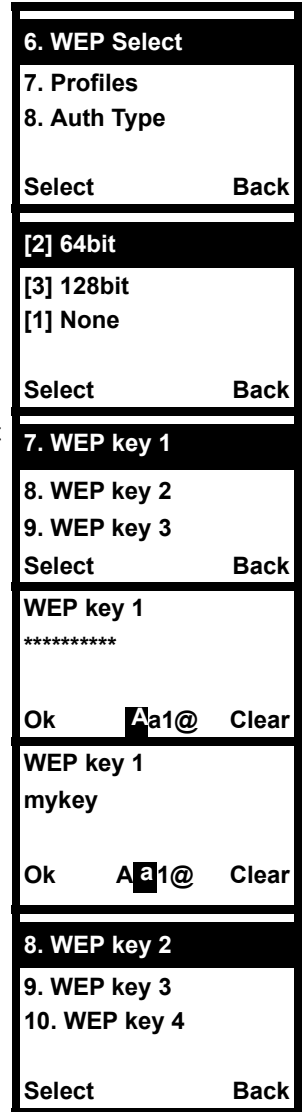
- 3 Use the down arrow key and the **OK** key to select a WEP key to configure (most networks use WEP key 1 by default).

- 4 You will enter the WEP key for your wireless network here.
The bottom center of the screen shows the keypad mode **Aa1@**, with the **A** mode highlighted. Use the up and down arrows to select capital letters (**A**), lowercase letters (**a**), numbers (**1**), or symbols (**@**).

- 5 Use the keypad to enter the WEP key. Use the **Power/End** key to clear the default text and remove typos. You may need multiple keypad presses to enter letters. For example, to enter a lowercase “**b**”, press the down arrow key to select lowercase mode (**a**), then press the “**2**” key twice.

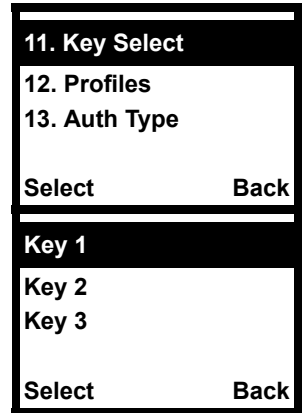
- 6 Press the **OK** key when you are done.

- 7 You can configure up to four WEP keys (in the same manner as the first) but only one key can be selected (enabled) at any one time.



8 Scroll to **Key Select** and press the **OK** key.

9 Use the down arrow key and the **OK** key to select the key that the wireless network is using.



2.2 Restarting Your Prestige

Press the **Right** key twice to save your settings and return to the main screen. An hourglass appears on the LCD screen and the Prestige restarts.

Note: If the LCD screen displays **Not Registered**, the Prestige is connected to the Internet and you can skip to [Section 4](#).

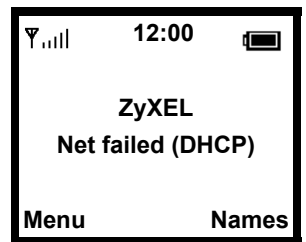
If the LCD screen displays **Registered**, skip to [Section 5](#).

Otherwise continue with the next section.

3 Connecting to the Internet

Use this section to configure your Prestige to access the Internet.

1 In the main screen, press the **Left** key to enter the menus.

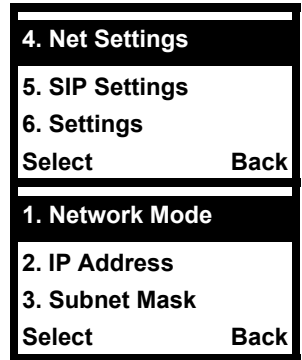


2 Use the down arrow key to scroll to **Net Settings** and press the **Left** key).

3 Scroll to **Network Mode** and press the **OK** key.

If you were given an IP address and subnet mask, go to [Section 3.1](#).

If you were given a user name and password for Internet access, go to [Section 3.2](#).



3.1 Fixed IP

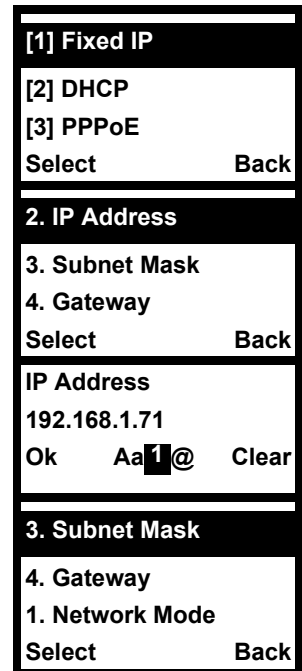
With this option you have to manually enter an IP address, subnet mask and gateway IP address. These are given to you by the network administrator.

1 Use the down arrow key to scroll to **Fixed IP** and press the **OK** key.

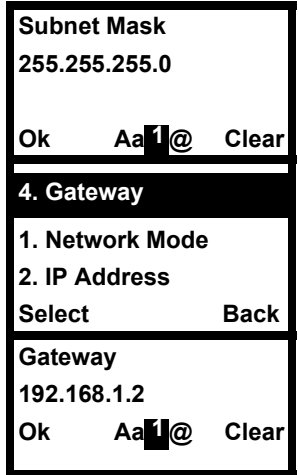
2 Scroll to **IP Address** and press the **OK** key.

3 Use the keypad to enter your IP address. Use the **Power/End** key to clear the default text and remove typos. Press the **OK** key when you are done.

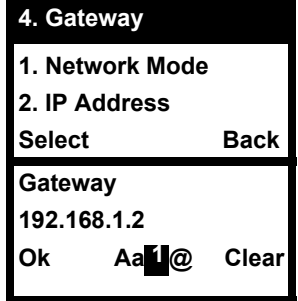
4 Scroll to **Subnet Mask** and press the **OK** key.



5 Use the keypad to enter your subnet mask. Use the **Power/End** key to clear the default text and remove typos. Press the **OK** key when you are done.



6 Scroll to **Gateway** and press the **OK** key.



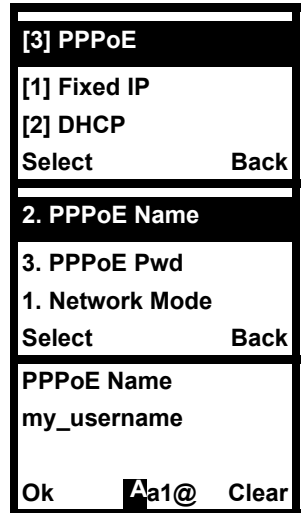
7 Use the keypad to enter the IP address of your gateway. Use the **Power/End** key to clear the default text and remove typos. Press the **OK** key when you are done.

8 The Prestige restarts when you return to the main screen.

3.2 PPPoE

Point-to-Point Protocol over Ethernet (**PPPoE**) functions as a dial-up connection. You need a user name (PPPoE name) and password from your ISP.

1 Use the down arrow key to scroll to **PPPoE** and press the **OK** key.

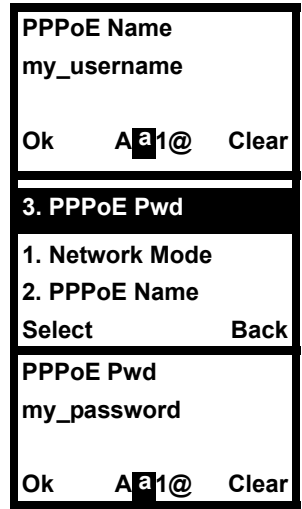


2 Scroll to **PPPoE Name** and press the **OK** key.

3 You will enter your PPPoE name here.

The bottom center of the screen shows the keypad mode **Aa1@**, with the **A** mode highlighted. Use the up and down arrows to select capital letters (**A**), lowercase letters (**a**), numbers (**1**), or symbols (**@**).

- 4 Use the keypad to enter your PPPoE name. Use the **Power/End** key to clear the default text and remove typos. You may need multiple keypad presses to enter letters. For example, to enter a lowercase “b”, press the down arrow key to select lowercase mode (a), then press the “2” key twice.
- 5 Press the **OK** key when you are done.
- 6 Scroll to **PPPoE Pwd** and press the **OK** key.
- 7 Select a keypad mode and use the keypad to enter your PPPoE password. Press the **OK** key when you are done.
- 8 Press the **Right** key twice to save your settings and return to the main screen. An hourglass appears on the LCD screen and the Prestige restarts.



4 Setting the Prestige to Use Your Voice Account

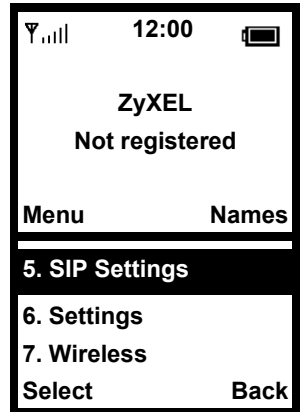
Use these sections to register your Prestige with your voice service provider’s SIP server.

4.1 Configuring Registrar Server Settings

Configure the **Registrar** settings to have the Prestige register with your provider’s SIP registrar server.

Note: If you have no registrar server information, use the SIP server IP address and port number.

- 1 In the main screen, press the **Left** key to enter the menus.
- 2 Use the down arrow key to scroll to **SIP Settings** and press the **OK** key.



3 Scroll to **Registrar** and press the **OK** key.

4 Scroll to **Registrar IP** and press the **OK** key.

5 You will enter your registrar server's IP address or domain name.
The bottom center of the screen shows the keypad mode **Aa1@**, with the **A** mode highlighted. Use the up and down arrows to select capital letters (**A**), lowercase letters (**a**), numbers (**1**), or symbols (**@**).

6 Use the keypad to enter your registrar server's IP address or domain name.
Use the **Power/End** key to clear the default text and remove typos. You may need multiple keypad presses to enter letters. For example, to enter a lowercase "**b**", press the down arrow key to select lowercase mode (**a**), then press the "**2**" key twice. Press the **OK** key when you are done.

7 Scroll to **Port** and press the **OK** key.

8 Use the keypad to enter the registrar server's listening port number if you were given one. Use the **Power/End** key to clear the default text and remove typos. Leave the default port number if you were not given one to use.

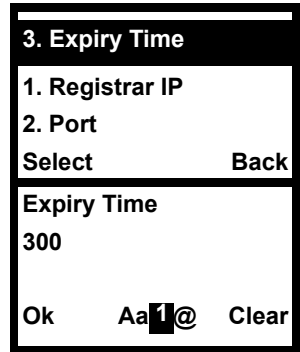
9 Press the **OK** key when you are done.



10 Scroll to **Expiry Time** and press the **OK** key.

11 Use the keypad to enter the expiration time if you were given one to use. Use the **Power/End** key to clear the default text and remove typos. Leave the default expiration time if you were not given one to use. Press the **OK** key when you are done.

12 Stay in the **SIP Settings** menu and continue with the next section.



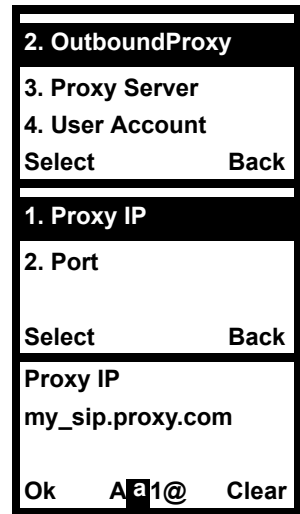
4.2 Configuring Outbound Proxy Server Settings

If your voice service provider gave you an outbound proxy server address and port, you can enter them here. You only need to configure the Prestige to use an outbound proxy server if your LAN is behind a NAT router that does not support SIP.

1 Use the down arrow key to scroll to **Outbound Proxy** and press the **OK** key.

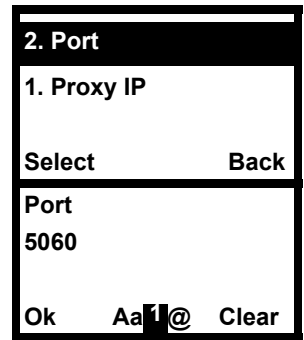
2 Scroll to **Proxy IP** and press the **OK** key.

3 Select a keypad mode and use the keypad to enter the outbound proxy server's IP address or domain name. Use the **Power/End** key to clear the default text and remove typos. Press the **OK** key when you are done.



4 Scroll to **Port** and press the **OK** key.

5 Use the keypad to enter the SIP outbound proxy server's listening port number. Use the **Power/End** key to clear the default text and remove typos. Leave the default port number if you were not given one to use. Press the **OK** key when you are done.



4.3 Configuring Your Proxy Server Settings

Configure **Proxy Server** settings to have the Prestige use your voice provider's SIP server.

1 Use the down arrow key to scroll to **Proxy Server** and press the **OK** key.

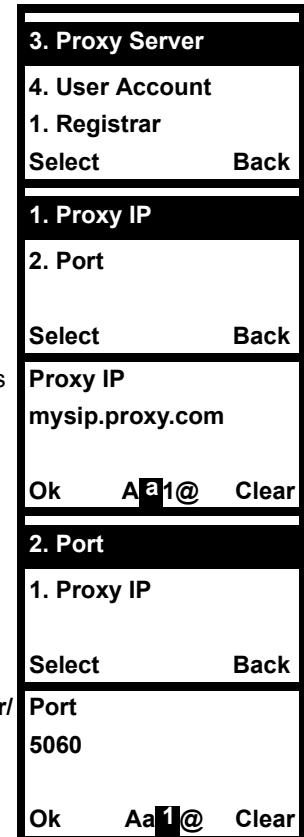
2 Scroll to **Proxy IP** and press the **OK** key.

3 Select a keypad mode and use the keypad to enter the SIP server's IP address or domain name.

4 Press the **OK** key when you are done.

5 Scroll to **Port** and press the **OK** key.

6 Use the keypad to enter the SIP server's listening port number. Use the **Power/End** key to clear the default text and remove typos. Leave the default port number if you were not given one to use. Press the **OK** key when you are done.



4.4 Configuring Your User Account Settings

When you registered for your voice account, you should have been given a telephone number, user name and password. Do the following to enter them into the Prestige.

1 Use the down arrow key to scroll to **User Account** and press the **OK** key.

2 Scroll to **Phone Number** and press the **OK** key.

3 Select a keypad mode and use the keypad to enter your SIP number.
For a SIP account like 1234@VoIP-provider.com, "1234" would be the SIP number.
Press the **OK** key when you are done.

4 Scroll to **Username** and press the **OK** key.

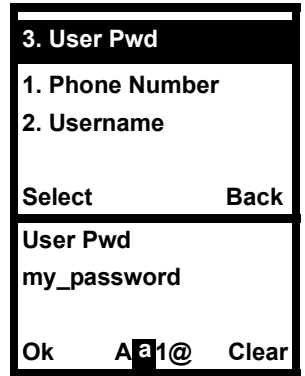
5 Select a keypad mode and use the keypad to enter your user name.
Press the **OK** key when you are done.

4. User Account		
1. Registrar		
2. OutboundProxy		
Select		Back
1. Phone Number		
2. Username		
3. User Pwd		
Select		Back
Phone Number		
my_number		
Ok	Aa1@	Clear
2. Username		
3. User Pwd		
1. Phone Number		
Select		Back
Username		
my_username		
Ok	Aa1@	Clear

6 Scroll to **User Pwd** and press the **OK** key.

7 Select a keypad mode and use the keypad to enter your password.
Press the **OK** key when you are done.

8 Press the **Right** key three times to save your settings and return to the main screen. An hourglass appears on the LCD screen and the Prestige restarts.



5 Phonebook

Use the phonebook feature to store telephone numbers.

5.1 Calling Methods

The Prestige can dial a telephone number by using the SIP proxy server or an IP address.

Select **Proxy** to use your SIP account to have the SIP server make the connection. You do not have to configure the host IP address and port.

Select **P2P** to make calls directly to the callee's VoIP phone (IP to IP or peer-to-peer) or using a different SIP server. You need to enter the IP address of the callee or another SIP proxy server as well as the callee's telephone number in the Prestige's phonebook.

5.2 Adding a Phonebook Entry

Use the following instructions to add an entry to your phonebook.

Note: Only enter the host IP address and port when calls to this party need to use a different SIP proxy server and/or you want to place a direct IP to IP call. Otherwise the telephone number is sufficient to make your call.

You must use a phonebook entry to make an IP to IP call.

- 1 In the main screen, press the **Left** key to enter the menus.

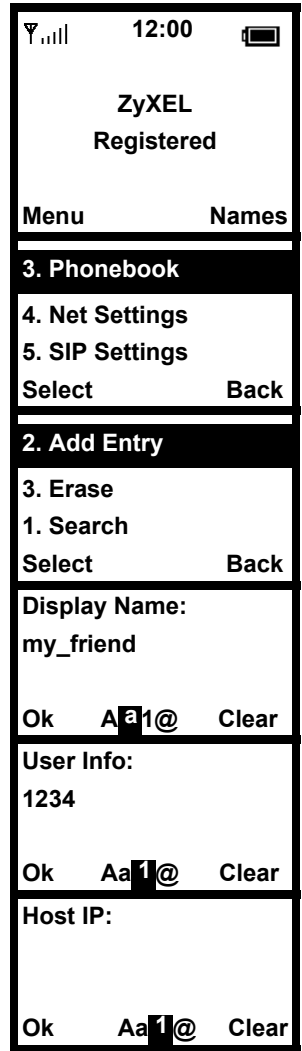
- 2 Use the down arrow key to scroll to **Phonebook** and press the **OK** key.

- 3 Use the down arrow key to scroll to **Add Entry** and press the **OK** key.

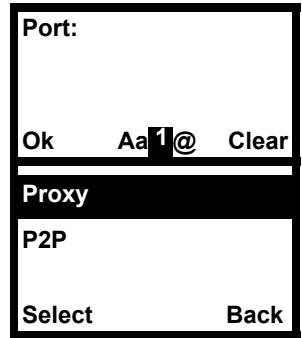
- 4 Select a keypad mode and use the keypad to enter the callee's name. Use the **Power/End** key to clear the default text and remove typos. Press the **OK** key when you are done.

- 5 Select a keypad mode and use the keypad to enter the callee's telephone number. Press the **OK** key when you are done.

- 6 Select a keypad mode and use the keypad to enter the callee's IP address or domain name. Use the **Power/End** key to clear the default text and remove typos. Leave this blank if you will use the SIP proxy server to call this number. Press the **OK** key when you are done.



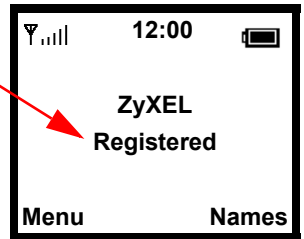
- 7 Select a keypad mode and use the keypad to enter the callee's listening port number. Use the **Power/End** key to clear the default text and remove typos. Leave this blank if you will use the SIP proxy server to call this number or you were not given a port number to use. Press the **OK** key when you are done.
- 8 Select **Proxy** if calls to this party use your SIP account. Select **P2P** if calls to this party use a different SIP server or go directly to the callee's VoIP phone (peer-to-peer).
- 9 Press the **Right** key twice to save your settings and return to the main screen.



6 Using the Prestige

To make or receive calls, first ensure that the main screen displays **Registered**.

- Dial the desired number using the keypad and press the green **Call** key.
- If the phone number is in the Prestige's phonebook, press the **Right** key to enter the phonebook. Use the up or down arrow key to choose the name and then press the **Call** key.
- Use the volume keys on the left side of the phone to adjust the volume.
- Press the red **Power/ End** key to terminate a call.
- To receive a call, press the green **Call** key.
- To reject a call, press red **Power/ End** key.



7 Accessing the Web Configurator

This section describes how to log into the Prestige's web configurator.

7.1 Accounts

The web configurator has two accounts. The user account lets you configure the Prestige's basic settings. The administrator's account allows you to alter the way the Prestige makes and receives calls, for example selecting a voice codec.

Note: Do not attempt to change the administrator settings unless you know what you are doing. These settings affect the way your Prestige makes and receives calls and are already configured for best performance.



- 1 Make sure your Prestige is connected to the wireless LAN and record its IP address (you can use the **Information** menu to check your phone's IP address).
- 2 Launch your web browser.
- 3 Type "http://<IP address>" as the URL. Where "IP address" is the Prestige's IP address.



- 4 Enter your user name and password and click **OK** to login.
 - For user-level access: Type the default user name: **admin** and password: **1234** the first time you login.
 - For administrator access: Type the default user name: **zyxeladmin** and password: **1234** the first time you login.



8 Troubleshooting

PROBLEM	CORRECTIVE ACTION
The Prestige does not turn on.	Make sure you have the battery installed and charged.
The Prestige is on but the keys do not work.	Press and hold the # key for approximately 2 seconds to lock or unlock the keypad.
The battery icon () is blinking.	The battery's power is low. Recharge the battery.
The signal icon () is blinking	The signal quality is low or the Prestige cannot connect to the wireless network. Connect to another wireless network or move your Prestige closer to the wireless network's access point. There may be radio interference (for example a microwave or another wireless network using the same channel). Relocate or reduce the radio interference.

PROBLEM	CORRECTIVE ACTION
<p>“Net Fail! (DHCP)” displays.</p>	<p>The Prestige failed to obtain an IP address from a DHCP server. Make sure your wireless LAN settings are correct. You may need to select a different wireless network or make sure your wireless network’s DHCP server is operating properly. Restart the Prestige.</p>
<p>“Net Fail! (PPPoE)” displays.</p>	<p>The Prestige failed to obtain an IP address from the ISP. Make sure your PPPoE settings are correct and restart the Prestige.</p>
<p>“Not Registered” displays</p>	<p>The Prestige failed to register with the SIP proxy server. It is still possible to place a direct IP to IP call without the SIP proxy server. You must create and use a phonebook entry (see Section 5). Check your SIP settings. Contact your voice service provider.</p>

Procedure to View a Product’s Certification(s)

- 1 Go to www.zyxel.com.
- 2 Select your product from the drop-down list box on the ZyXEL home page to go to that product's page.
- 3 Select the certification you wish to view from this page.